
Efficient Movement of Goods

*Tangible Result Driver – Dave DeWitt,
Deputy Administrative Officer*

Missouri's location in the nation's center makes it a major cross-roads in the movement of goods. Transportation infrastructure must be up to the task so that as the flow of freight becomes more efficient, businesses and communities share the economic benefits.



Efficient Movement of Goods

Freight tonnage by mode

Result Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Brian Weiler, Multimodal Operations Director

Purpose of the Measure:

This measure tracks trends and indicates diversification of freight movement on Missouri's transportation system.

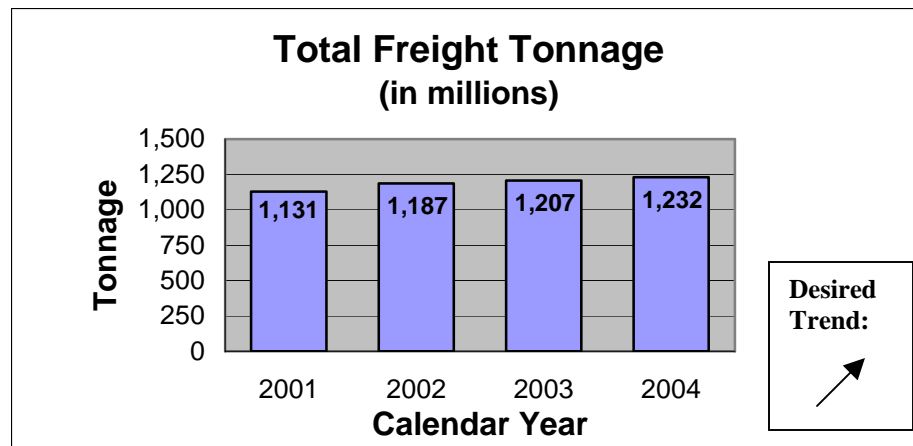
Measurement and Data Collection:

Port tonnage is reported to MoDOT from public ports. Air cargo data is collected via mail survey to commercial airports with known cargo activity. Rail tonnage is obtained from the Association of American Railroads. MoDOT calculates motor carrier freight movement using commercial vehicle miles traveled, trip length per shipment and average truck cargo weight.

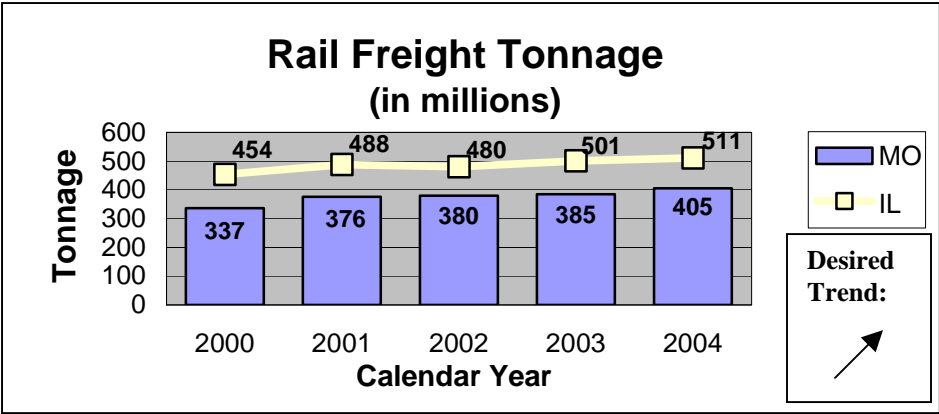
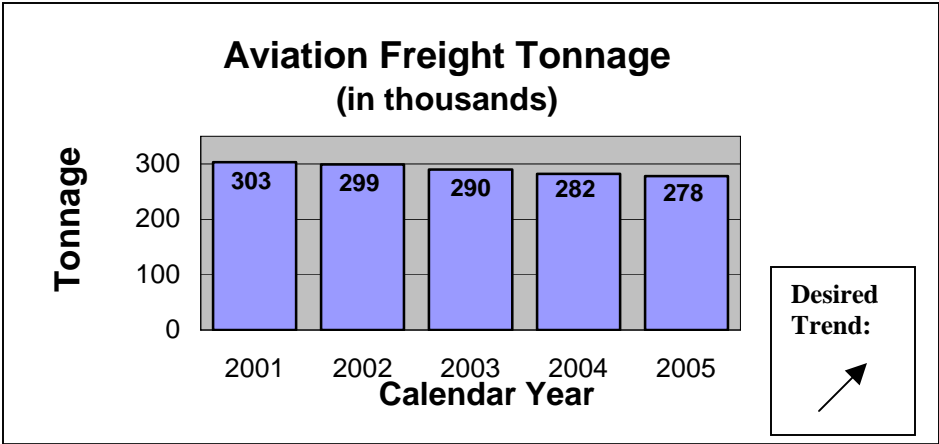
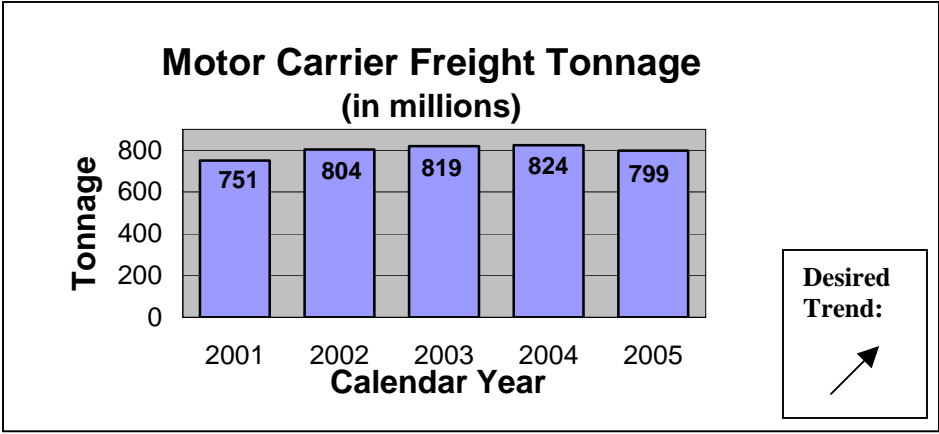
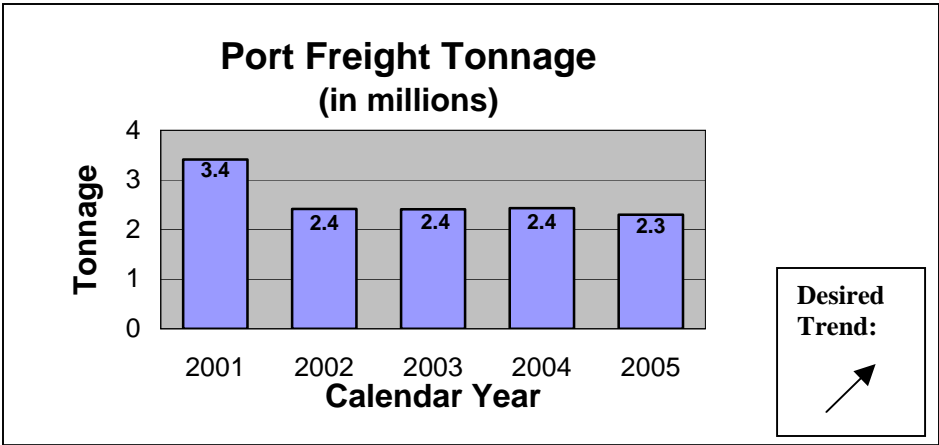
Improvement Status:

Total freight tonnage for all modes exceeds 1.23 billion tons, which reflects positive economic growth and development for Missouri. Port tonnage has remained relatively steady since 2001 despite low flows on the Missouri River. The 2005 amounts show a slight decrease due primarily to navigation impacts from Hurricane Katrina on the Mississippi River. Long-term growth of river transportation is hampered by an inadequate lock and dam system on the Upper-Mississippi River above St. Louis. MoDOT supports a federal proposal from the Corps of Engineers to update and expand this system. Motor carrier freight tonnage had experienced steady growth since 2001, but it declined by 3 percent in 2005 mainly due to impacts from higher diesel fuel costs. MoDOT has implemented several process improvements and outreach efforts to streamline motor carrier registration and inspection services.

Aviation tonnage continues to be impacted by a downturn in the aviation industry from 9-11 and the resulting financial impacts to airlines, which carry a significant portion of air cargo. Commercial airports are under the jurisdiction of the Federal Aviation Administration; however, MoDOT's Aviation Advisory Committee helps identify ways to better support the commercial aviation industry. The recently opened new W1W runway at Lambert St. Louis adds significant system capacity, but it is too early to tell if this will increase aviation tonnage. Rail freight tonnage grew 5 percent from 2003 to 2004, and demand remains strong despite system capacity issues. Missouri does not currently invest public funding in private rail infrastructure; however, MoDOT has supported efforts to remove rail system bottlenecks, such as the Kansas City Flyover Project and adding a second bridge on the Union Pacific mainline over the Osage River. The 2005 rail tonnage amount is expected to be available for the October Tracker.



2005 data for rail tonnage is not available at this time.



Efficient Movement of Goods

Average travel speeds for trucks on selected roadway sections

Result Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Michelle Teel, Technical Support Engineer

Purpose of the Measure:

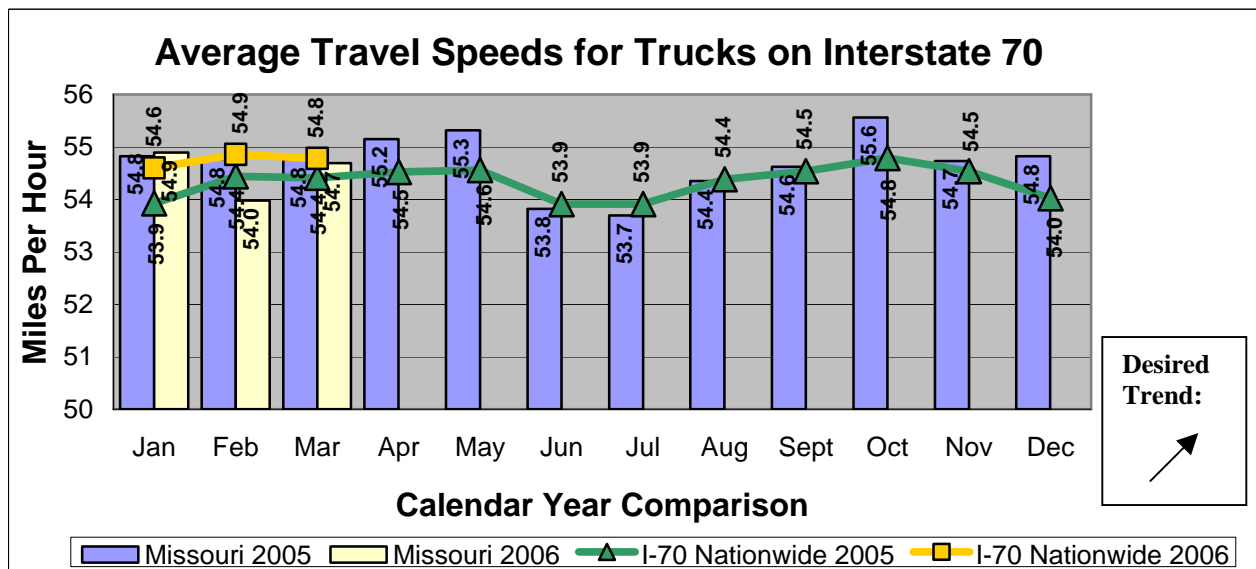
This measure tracks average truck travel speeds on selected roadway sections. MoDOT recognizes the efficient movement of trucks is critical to the economy. Timely, reliable goods movement allows businesses to reduce manufacturing and inventory costs and improve responsiveness to rapidly changing markets.

Measurement and Data Collection:

The Federal Highway Administration (FHWA) launched the Freight Performance Measure initiative to monitor truck travel speeds in freight-significant corridors, including Interstate 70. In 2002, the FHWA established a partnership with the American Transportation Research Institute (ATRI) to determine whether and how information from communication technologies used by the freight industry could provide data to support freight performance measures. ATRI worked with technology vendors and commercial carriers to demonstrate that, after removing all information except time and location data, communication technologies can be used to derive measures of travel speeds. This preliminary research data, including truck travel speeds, is available from FHWA on I-70 across the nation. This data allows MoDOT to measure Missouri's truck performance on I-70 compared to I-70 nationwide. The desired trend is an increase in average travel speeds, not to exceed the posted speed limit (the average speed limit on I-70 in Missouri is 67 mph). Additional Missouri routes may be added in the future, including Interstates 55, 57, and 35. MoDOT was recently selected as a case study state to further improve and enhance the FHWA Freight Performance Measurement initiative.

Improvement Status:

To help improve truck speeds, live traffic data for three Missouri metro areas is available on MoDOT's Web site at www.modot.org in the Services section under Traveler Services. Kansas City Scout provides traffic information for Kansas City, Gateway Guide provides traffic information for St. Louis, and Ozarks Traffic provides traffic information for Springfield. MoDOT's Web site also provides a work zone map. MoDOT has placed an increased emphasis on managing work zones and incidents, including the formation of I-70 and I-44 corridor teams that coordinate incident management and work zone management efforts. Due in part to an increase in the number of Missouri work zones last summer, travel speeds decreased slightly in June through August. Data for April through June was unavailable at time of publication.



Efficient Movement of Goods

Percent of trucks using advanced technology at Missouri weigh stations

Result Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Barbara Hague, Special Project Coordinator

Purpose of the Measure:

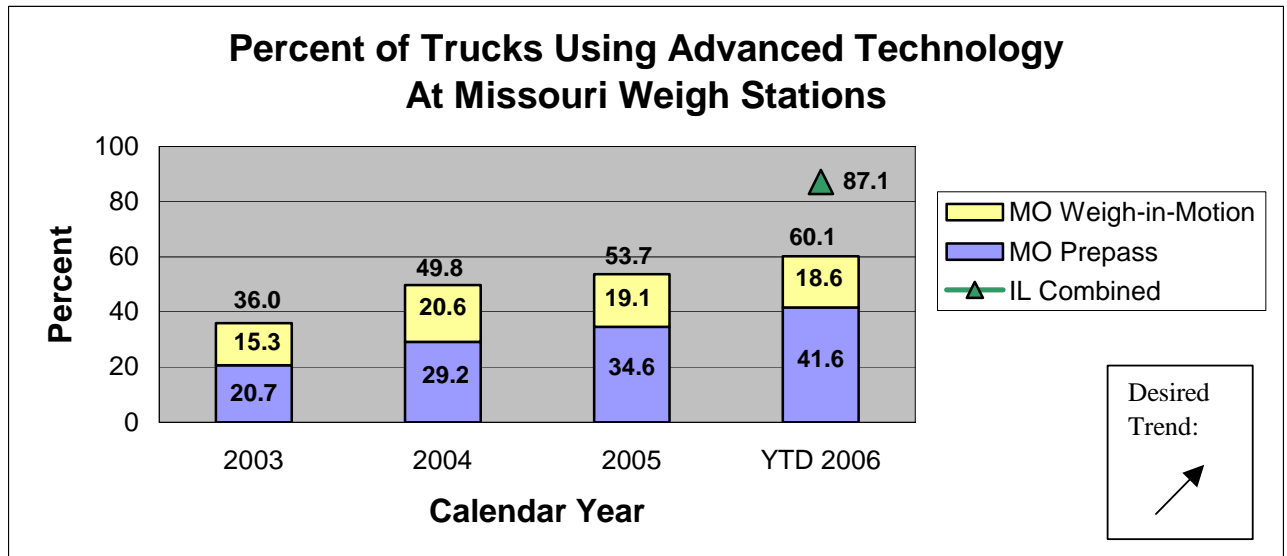
This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

Measurement and Data Collection:

Data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 19 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety, insurance and other state and federal regulations. Drivers are notified to stop or are allowed to continue without delay. Carriers that comply with state and federal regulations save time and money. The Missouri State Highway Patrol provides a quarterly measure of the number of trucks that use Missouri's weigh-in-motion scales located at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 m.p.h. Using ramp scales rather than verifying weight on fixed scales that require a full stop saves both time and money.

Improvement Status:

Compared to last year's figures, the number of trucks using advanced weigh technology in the first half of 2006 is up 6.4 percent. The State of Illinois is this measure's benchmark because Illinois has a similar number of PrePass sites and rural vehicle miles as Missouri. Though the number of urban vehicle miles traveled in Illinois is double that of Missouri, it is the closest match. Benchmark data in the chart is limited to the first calendar quarter of 2006. Second quarter information was not available from Illinois at the Tracker deadline.



Efficient Movement of Goods

Interstate motor carrier mileage

Result Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Joy Prenger, Accounting Services Supervisor

Purpose of the Measure:

This measure reports the fluctuations of motor carrier freight movement in Missouri. MoDOT uses the information to help facilitate freight movement and to monitor quarterly fuel tax rate(s) and carriers' voluntary compliance with fuel tax requirements.

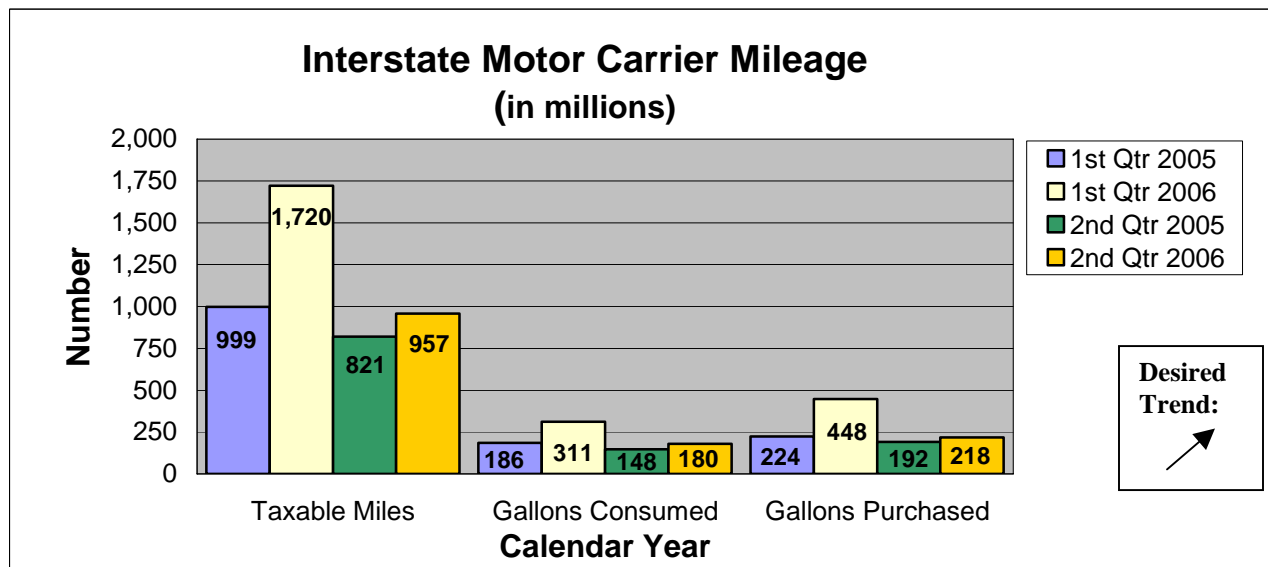
Measurement and Data Collection:

Data is collected quarterly. Total taxable miles traveled in Missouri by Missouri-based carriers and carriers based in IFTA (International Fuel Tax Agreement) member states and provinces are tracked using IFTA tax returns and member state and provinces' monthly transmittals. This information is used to reflect freight movement, support revenues and to track usage from the motor fuel tax refund appropriation.

Improvement Status:

During the second quarter of 2006, the reported diesel fuel price average for the Midwest region was \$2.887 per gallon compared to the mid-July average of \$2.926. This quarter, diesel is \$0.80 higher than the previous quarter. Diesel price averages rose in three of the five national regions, with declines in the Rocky Mountain and West Coast Region. California price averages dropped 1.6 cents while Missouri's increased .152 cents.

This data shows that mileage increased in Missouri for the second quarter of 2006. The American Trucking Association reports that the U.S. trucking industry increased the number of trucks on the road and is hauling 84.3 percent of the nation's freight. Motor carriers are asking MoDOT how biodiesel blends and propane blends might alleviate fuel price fluctuations.



Efficient Movement of Goods

Percent of satisfied motor carriers

Results Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Mary Jo Pointer, Motor Carrier Manager

Purpose of the Measure:

This measure tracks MoDOT's progress toward the goal of expeditiously meeting the needs of the motor carrier industry and facilitating freight movement. MoDOT's Motor Carrier Services team uses the data to identify opportunities to improve customer satisfaction.

Measurement and Data Collection:

MCS personnel, working with the Missouri Transportation Institute, developed a survey to collect customer satisfaction data. A single survey addressed all four MCS program divisions, International Registration Plan/International Fuel Tax Agreement, Over-dimension/Overweight Permitting, Safety and Compliance and Operating Authority. Survey respondents identified the service(s) they use when doing business with MCS, then indicated their level of satisfaction with 12 customer service factors such as "timely response", "friendly", "respectful", and "outcome". They also gave an "overall satisfaction" score. Customers used a four-point scale ranging from 4=Very Satisfied to 1=Very Dissatisfied.

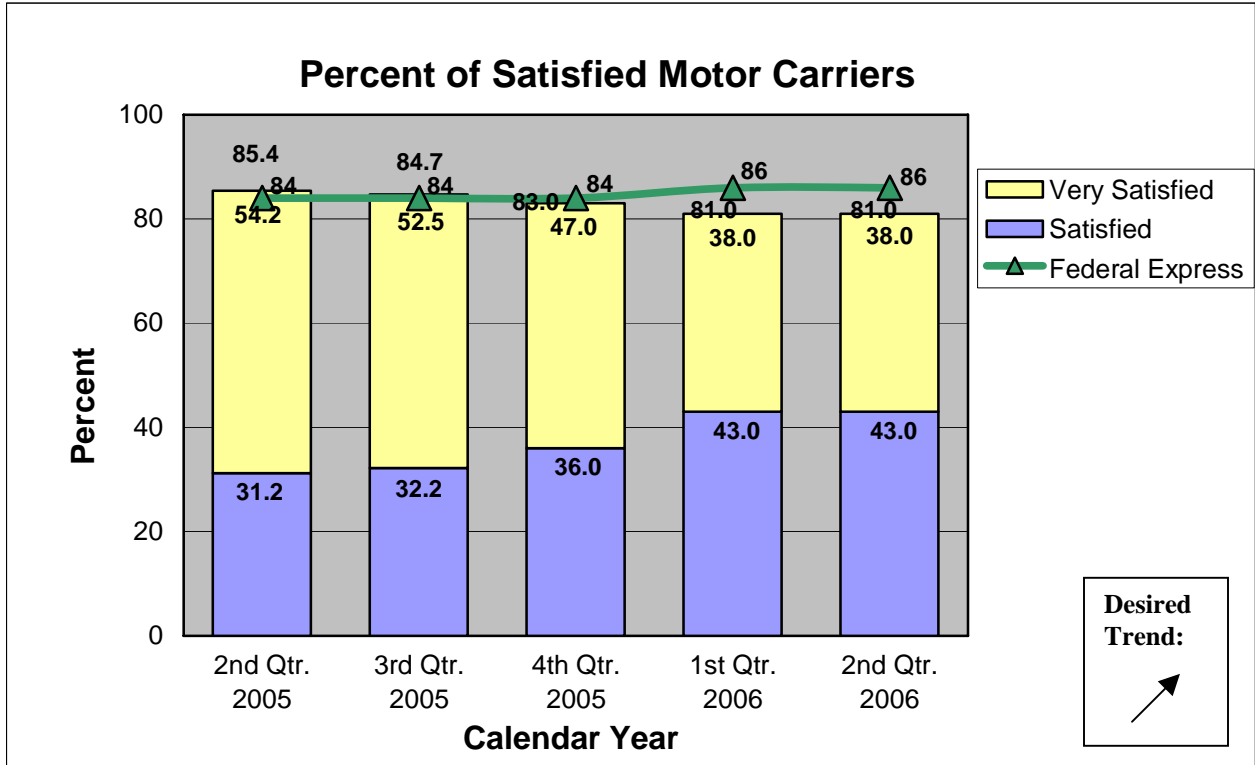
We've targeted Federal Express as the benchmark for this measure to mirror the measure on Overall MoDOT Customer Satisfaction in section five. Based on information compiled by the American Customer Satisfaction Index, Federal Express has the highest customer satisfaction rate – 86 percent – out of the 200 companies and federal or local government agencies that the ACSI scores. We also continue to research customer satisfaction rates for other state departments of transportation. Some of the findings: Alaska had an 80.3 percent customer satisfaction score in 2005; Virginia had an 82 percent satisfaction rate in 2001.

Improvement Status:

The overall satisfaction levels reported in the previous quarter remained the same for the second quarter. MCS customers reported satisfaction levels at 81 percent, with 38 percent "very satisfied". Customers reported higher satisfaction with the OD/OW permit and IRP/IFTA programs this quarter whereas ratings for Enforcement and Operating Authority were lower.

To improve its service, MCS made adjustments including:

- Implementation of new hours July 17, 2006,
- Continue external hands-on training for all online programs,
- Continue assigning agents to cross-program teams, reducing the number of people a customer must contact to complete their transactions,
- Based on employee input, MCS implemented internal performance measurements that have led to increased production and higher satisfaction levels on transactions,
- Collaborated with the Missouri Transportation Institute to provide an email address on the MCS survey for customers to give specific comments on the new system, and
- Using customer satisfaction survey results to identify opportunities to improve performance.



Efficient Movement of Goods

Average wait time spent by customers obtaining over-dimension/overweight permits

Result Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Mary Jo Pointer, Motor Carrier Manager

Purpose of the Measure:

This measure tracks MoDOT Motor Carrier Services' success in minimizing the time it takes motor carriers to obtain permits that allow them to haul loads that are taller, wider, longer or heavier than those regularly permissible on Missouri highways.

Measurement and Data Collection:

Using the WebView database to gather call center data, MCS calculates the average customer wait time on the phone (called "in queue") plus the average length of time speaking to a MCS agent to obtain a permit. In the future, MCS will also collect wait time data from both telephone requests and the Internet-based permit ordering system.

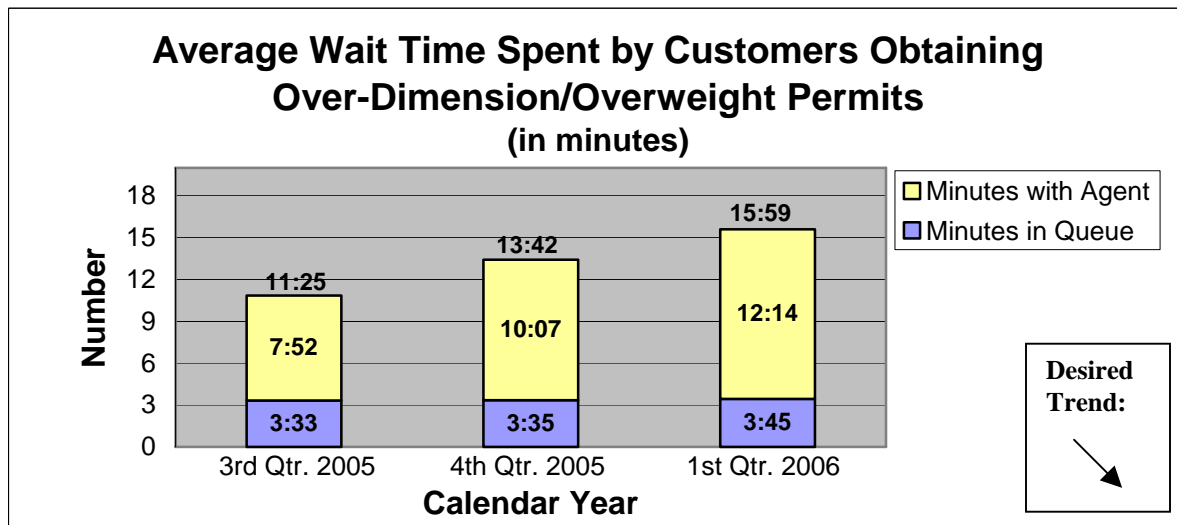
Improvement Status:

MCS is unable to make an accurate report for the second quarter 2006 because data recorded by the telephone system is invalid.

Since implementation of an online permit ordering system, less than 20 percent of OD/OW permit applications are made by telephone. At the same time, OD/OW customer satisfaction levels increased. Given the sharp decrease in the number of phone calls to OD/OW agents and rising customer satisfaction, the significance of this measure is in question. The result and measurement drivers are developing an alternate focus for this measure that will encompass all MCS customer programs.

To improve response time, MCS:

- Extended the hours the division's Jefferson City office is open to the public,
- Completed the transaction by processing credit card payments by the agent who processed the OD/OW permit request,
- Provided training on the online system at customers' request,
- Established a MCS-specific E-Updates subscription service and sent up-to-the-minute messages to participating customers.



(This page is intentionally left blank for duplexing purposes)